

FY2021 Youth Program and System Evaluation Methodology

Overview

A. Purpose

Each year CSB establishes a performance plan for the youth crisis response system including youth served in the men's emergency shelter system, women's emergency shelter system, family emergency shelter system, permanent supportive housing system, prevention system, and for the rapid rehousing system for the purpose of program planning and monitoring system performance measured against CSB Ends Policies and anticipated performance.

B. Monitoring

System and program performance measures are monitored on a quarterly, semi-annual, and annual basis. System and Program Indicators Reports are published quarterly and furnished to CSB trustees, Continuum of Care Board, and the Continuum of Care. Annual program evaluations are published based on the first semi-annual partnership period performance and shared with the aforementioned entities. All reports are posted to www.csb.org. Results are also shared with CSB funders consistent with funding contracts and agreements.

Purpose, Definition, Goal-setting & Reporting Methodologies (in alphabetical order)

1) **Average Engagement Time (AET) (Days):**

- a) **Purpose:** A reasonably short AET indicates the system's or program's success in rapid re-housing engagement. It can also indicate efficiency related to turnover of beds, which is essential to meet system demand for emergency shelters.
- b) **System and Projects:** Rapid Re-housing and Transitional Housing
- c) **Definition:** The average number of days that households receive shelter services as measured from shelter entry to entry/enrollment into a rapid re-housing or transitional housing program. Measure applies only to households that had an entry date in a rapid re-housing or transitional housing program within the report period.
- d) **Goal-setting methodology:** Based on prior performance.
- e) **Reporting methodology:** $\Sigma(\text{RRH/TH entry date} - \text{shelter entry date}) / \text{the number of total distinct households served with an entry date in an RRH/TH program within the report period.}$

2) **Average Length of Participation (Days):**

- a) **Purpose:** A reasonably short length of participation indicates that the system or program is assisting households to achieve independence without long-term reliance on the system.
- b) **System and Projects:** CARR Team and Rapid Re-housing

- c) **Definition:** The average number of days that exited distinct households received services, as measured from the point of entry to the exit date from the system or program.
- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy.
- e) **Reporting methodology:** $\Sigma(\text{Exit date} - \text{Entry/Enrollment date}) / \text{the number of total distinct households served and exited from the system or program during the report period.}$

3) **Average Length of (Shelter) Stay (LOS) (Days):**

- a) **Purpose:** A reasonably short LOS indicates the system's success in rapid re-housing. It can also indicate efficiency related to turnover of beds, which is essential to meet system demand for emergency shelter.
- b) **System and Projects:** Emergency Shelter and Rapid Re-housing
- c) **Definition:**
 - i) **Emergency Shelter:** The average cumulative number of days households receive shelter as measured from shelter entry to exit or last day of report period.
 - ii) **Rapid Re-housing:** The average number of days households receive services as measured from the point of entry in the rapid re-housing system or program to the exit date from the emergency shelter or transitional housing. Measure applies only to households that had an entry date in the rapid re-housing system or program within the report period. *Note: households who had a rapid re-housing entry date after their emergency shelter or transitional housing exit date are excluded from this calculation.*
- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy. An average LOS less than Ends goal is considered to be the desired direction.
- e) **Reporting methodology:**
 - i) **Emergency Shelter:** $\Sigma(\text{Exit date or report end date} - \text{Entry date}) / \text{the number of total distinct households served within the report period.}$
 - ii) **Rapid Re-housing:** $\Sigma(\text{Shelter or Transitional Housing exit date} - \text{Rapid re-housing entry date}) / \text{the number of total distinct households served with an entry date in the rapid re-housing system or program within the report period.}$

4) **Average Monthly Household Income (\$):**

- a) **Purpose:** Indicates the economic status of households served by the system.
- b) **Systems:** Emergency Shelter, Transitional Housing, Rapid Re-housing, and Permanent Supportive Housing
- c) **Definition:** The average income from all income sources for the household at system entry.
- d) **Goal-setting methodology:** N/A
- e) **Reporting methodology:** Total amount of all income sources at system entry (latest entry for households with multiple stays during report period) / the number of total

distinct households served within the report period. *Note: Income entered by and clients served by Maryhaven-Safety are excluded from calculation.*

5) **Average Time to Housing (Days):**

- a) **Purpose:** A reasonably short time to housing indicates that the system is assisting youth to achieve independence without long-term reliance on the system.
- b) **Systems:** All (combined)
- c) **Definition:** The average number of days that successfully exited distinct households received services, as measured from the point of entry into any homeless program to the date housing was achieved.
- d) **Goal-setting methodology:** Based on prior performance.
- e) **Reporting methodology:** $\Sigma(\text{Housing move-in date} - \text{First Entry/Enrollment date in a homeless program for each homeless episode}) / \text{the number of total distinct households served and exited successfully from the system during the report period.}$

6) **Carryover Households (#):**

- a) **Purpose:** Indicates the volume of households served by the system or program which do not exit prior to the first day of the report period. This measure is monitored but not evaluated.
- b) **System and Projects:** Rapid Re-housing
- c) **Definition:** Distinct households that entered the system or program prior to the first day of the report period. Monitored but not evaluated.
- d) **Goal-setting methodology:** Based on prior performance.
- e) **Reporting methodology:** The number of distinct households with an entry date before 7/1/XX for annual number; before 7/1/XX and 1/1/XX for semi-annual; before 7/1/XX, 10/1/XX, 1/1/XX, and 4/1/XX for quarterly; and no corresponding exit date before the start of the reporting period.

7) **Education Goals Met**

- a) **Purpose:** Indicates the system's or program's success in helping youth achieve their educational goals.
- b) **Systems and Projects:** All
- c) **Definition:** The percent of households that completed the education related goal, which they identified at system or program entry, by the time of exit.
- d) **Goal-setting methodology:** Based on prior performance.
- e) **Reporting methodology:** The number of households that exit the system or program having met the educational goals that the client identified during initial intake into the system or program.

8) **Employment Goals Met**

- a) **Purpose:** Indicates the system's or program's success in helping youth achieve their employment goals.
- b) **Systems and Projects:** All
- c) **Definition:** The percent of households that completed the employment related goals, which they identified at system or program entry, by the time of exit.
- d) **Goal-setting methodology:** Based on prior performance.
- e) **Reporting methodology:** The number of households that exit the system or program having met the employment goals that the client identified during initial intake into the system or program.

9) **Exit to Homelessness (%):**

- a) **Purpose:** Indicates the system's or program's success in ending homelessness as measured by those who return to emergency shelter or the streets. A lower rate is considered positive.
- b) **System and Projects:** Permanent Supportive Housing
- c) **Definition:** The percent of households who do not maintain their housing and return to emergency shelter or the streets within 180 days of exit from the system or program.
- d) **Goal-setting methodology:** At or below CSB Board Ends Policy.
- e) **Reporting methodology:** The number of households who exit the system or program and enter shelter or street outreach within 180 days after exit or as of date of report, divided by the total number of distinct households served during the reporting period:
$$\frac{\Sigma(\text{Households that exited system or program and entered shelter or street outreach within 180 days})}{\text{total distinct households served}}$$
 - i) Numerator
 - 1) Semi-annual cohort: Calculate the number of distinct households that exited within the prior semi-annual report period and entered shelter or street outreach within 180 days after exit or as of date of report.
 - 2) Annual cohort: Calculate the number of distinct households that exited within the first 180 days of the annual report period and entered shelter or street outreach within 180 days after exit or as of date of report.
 - ii) Denominator
 - 1) Semi-annual cohort: Calculate the number of distinct households served within the prior semi-annual report period.
 - 2) Annual cohort: Calculate the number of distinct households served within the first 180 days of the annual report period.

10) **Exited Households (#):**

- a) **Purpose:** Indicates the volume of households served by the system or program which exit during the report period. This measure is monitored, but not evaluated.
- b) **Systems and Projects:** Emergency Shelter, Rapid Re-housing, and Transitional Housing
- c) **Definition:** The number of distinct households that exited the system or program during the report period. Monitored but not evaluated.
- d) **Goal-setting methodology:** Meet or exceed prior performance.
- e) **Reporting methodology:** The number of distinct households with an exit date within the report period that are also not currently in the system or program at the end of the report period.

11) **Households Served (#):**

- a) **Purpose:** Indicates the volume of households served by the system or program.
- b) **Systems and Projects:** All
- c) **Definition:** The number of distinct households served by the system or program (including new and carryover) during the report period.
- d) **Goal-setting methodology:** Meet or exceed prior performance.
 - i) Rapid Re-housing:
 - (1) Annual projections: based on historical trends and/or anticipated performance.
 - (a) Carryover households are those enrolled prior to 7/1/XX and anticipated to be active in the system or program as of 7/1/XX.
 - (b) New system or program entrants are those households enrolled on or after 7/1/XX.
 - (c) Total households are the sum of carryover plus new system or program entrants.
 - (2) Semi-annual and quarterly projections.
 - (a) Carryover households are those anticipated to be active in the system or program as of end of report period. For rapid re-housing, this should be seasonally adjusted.
 - (b) New system or program entrants are those households enrolled after start of report period. For rapid re-housing, this should be seasonally adjusted.
 - (c) Total households are the sum of carryover plus new system or program entrants.
 - ii) Emergency Shelter and Transitional Housing
 - (1) Annual projections: based on historical trends and/or anticipated performance.
 - (a) Use prior year trend data to determine average annual demand.

- (b) If demand is relatively stable, predict the same annual demand number for the current fiscal year.
- (c) If demand trend shows a steady increase or a steady decrease, predict the current fiscal year demand based on average annual rate of change.
- (2) Semi-annual and quarterly projections: based on annual projections and adjusted for duplication (carryovers and recidivists). Carryover is based on capacity. Recidivism is based on historical system trends. Adjust for seasonality if appropriate.
- iii) Permanent Supportive Housing:
 - (1) Annual projection: Multiply the system or program capacity by the projected annual turnover rate. In most cases, this percentage will be 20%. For example, if system or program capacity is 20, then annual projected households served would be 24 ($20 \times 1.2 = 24$).
 - (2) Semi-annual projection: Multiply the system or program capacity by the projected semi-annual turnover rate. In most cases, this percentage will be 10%. For example, if system or program capacity is 20, then semi-annual projected households served would be 22 ($20 \times 1.1 = 22$).
 - (3) Quarterly projection: Multiply the system or program capacity by the projected quarterly turnover rate. In most cases, this percentage will be 5%. For example, if system or program capacity is 20, then quarterly projected households served would be 21 ($20 \times 1.05 = 21$).
- e) **Reporting methodology:** The number of distinct households served by the system or program during the report period. Distinct households served are identified by their last service record for the system entered into CSP as of the end of the report period.

12) Housing Affordability at Exit (%):

- a) **Purpose:** Indicates that the program is assisting households to obtain sufficient income to attain and maintain housing. A higher rate is considered positive.
- b) **Projects:** Rapid Re-housing and Permanent Supportive Housing
- c) **Definition:** The percentage of distinct households that exited the program successfully during the report period with a housing cost that doesn't exceed 50% of the household's income.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy. Monitored but not evaluated.
- e) **Reporting methodology:**
 - Step 1: Determine the number of households that exited the program with a successful housing outcome during the reporting period.
 - Step 2: For each household, calculate the percent of household income spent on housing (and utilities, if relevant) by dividing the household's cost of rent (and utilities for Rapid Re-housing) at exit with the household's income at exit.
 - Step 3: Count the number of households that spend 50% or less of their income on housing and utilities.

Step 4: Divide the number in Step 3 by the number of successful housing exits in Step 1.

13) Housing Stability (Months):

- a) **Purpose:** Indicates the system's or program's success in ending homelessness as measured by length of time that system or program participants retain permanent supportive housing or transitional housing. A longer rate is generally considered positive for permanent supportive housing.
- b) **System and Projects:** Permanent Supportive Housing and Transitional Housing
- c) **Definition:** The average length of time, measured in months, that distinct households reside in the Permanent Supportive Housing or Transitional Housing unit from entry to exit or end of report period.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:** Measured using the average household length of stay in days (from entry to exit date or end of report period, if still a resident) divided by the average days per month (30.5 days).

Step 1: Calculate the total days that each household was housed by subtracting the Entry Date from the Exit Date or end of report period for all records.

Step 2: Determine the average length of stay for all the households by dividing the sum of total days housed by the number of distinct households served.

Step 3: Divide the average length of stay by 30.5, which is the average number of days in a month.

14) Improved mental health status (%):

- a) **Purpose:** Indicates that the system or program is assisting households to obtain better health. A higher rate is considered positive.
- b) **System and Projects:** Rapid Re-housing, Transitional Housing, and Permanent Supportive Housing
- c) **Definition:** The percentage of youth that improved their mental health status from entry into the system or program to exit from the system or program.
- d) **Goal-setting methodology:** Meet or exceed prior performance.
- e) **Reporting methodology:** The number of households that exit the program with increased mental health, as measured by self-assessment at entry and exit from the system or program, divided by the number of households that exit the system or program.

15) Improved physical health status (%):

- a) **Purpose:** Indicates that the system or program is assisting households to obtain better health. A higher rate is considered positive.

- b) **System and Projects:** Rapid Re-housing, Transitional Housing, and Permanent Supportive Housing
- c) **Definition:** The percentage of youth that improved their physical health from entry into the system or program to exit from the system or program.
- d) **Goal-setting methodology:** Meet or exceed prior performance.
- e) **Reporting methodology:** The number of households that exit the program with increased physical health, as measured by self-assessment at entry and exit from the system or program, divided by the number of households that exit the system or program.

16) **Improved substance use status:**

- a) **Purpose:** Indicates that the system or program is assisting households to obtain better health. A higher rate is considered positive.
- b) **System and Projects:** Rapid Re-housing, Transitional Housing, and Permanent Supportive Housing
- c) **Definition:** The percentage of youth that decreased their substance use from entry into the system or program to exit from the system or program.
- d) **Goal-setting methodology:** Meet or exceed prior performance.
- e) **Reporting methodology:** The number of households that exit the program with decreased substance use, as measured by self-assessment at entry and exit from the system or program, divided by the number of households that exit the system or program.

17) **Income Growth**

- a) **Purpose:** Indicates the program's or system's success in assisting households to obtain income. A higher rate is considered positive.
- b) **Projects:** Permanent Supportive Housing, Transitional Housing, and Rapid Re-housing
- c) **Definition:** The percentage of youth who increase income from entry to exit or at the end of reporting period if not exited.
- d) **Goal-setting methodology:** Meet or exceed prior performance.
- e) **Reporting methodology:**
 - i) Permanent Supportive Housing: The number of youth served during the report period who had an increase in their total income amount from entry to exit (or at the end of reporting period, if not exited from the program) divided by the total number of youth served during the report period.
 - ii) Transitional Housing and Rapid Re-housing: The number of youth exited during the report period who had an increase in their total income amount from entry to exit divided by the total number of youth exited during the report period.

Note: Deceased households are not included in the count of households served.

18) ***Increase in income from employment, from entry to exit or end of reporting period (%):***

- a) **Purpose:** Indicates the program's or system's success in assisting households to obtain employment income. A higher rate is considered positive.
- b) **Projects:** Permanent Supportive Housing, Transitional Housing, and Rapid Re-housing
- c) **Definition:** The percentage of youth who increase income from employment from entry to exit or at the end of reporting period if not exited.
- d) **Goal-setting methodology:** Meet or exceed local CoC standards.
- e) **Reporting methodology:**
 - i) Permanent Supportive Housing: The number of youth served during the report period who had an increase in their employment income amount from entry to exit (or at the end of reporting period, if not exited from the program) divided by the total number of youth served during the report period. Income sources include only employment income.
 - ii) Transitional Housing and Rapid Re-housing: The number of youth exited during the report period who had an increase in their employment income amount from entry to exit divided by the total number of youth exited during the report period. Income sources include only employment income.

Note: Deceased households are not included in the count of households served.

19) ***Increase in cash income, other than employment, from entry to exit or end of reporting period (%):***

- a) **Purpose:** Indicates program's or system's success in assisting households to obtain income. A higher rate is considered positive.
- b) **Projects:** Permanent Supportive Housing, Transitional Housing, and Rapid Re-housing
- c) **Definition:** The percentage of youth who increase income from sources other than employment from entry to exit or at the end of reporting period if not exited.
- d) **Goal-setting methodology:** Meet or exceed local CoC standards.
- e) **Reporting methodology:**
 - i) Permanent Supportive Housing: The number of youth served during the report period who had an increase in their total income amount from entry to exit (or at the end of reporting period, if not exited from the program), excluding employment income, divided by the total number of youth served during the report period. Income sources exclude employment, but may include cash benefits and/or other sources.
 - ii) Transitional Housing and Rapid Re-housing: The number of youth exited during the report period who had an increase in their total income amount from entry to exit, excluding employment income, divided by the total number of youth exited during the report period. Income sources exclude employment, but may include cash benefits and/or other sources.

Note: Deceased households are not included in the count of households served.

20) **Long-Term (Two-Year) Recidivism (%)**:

- a) **Purpose:** Indicates the system's success in ending homelessness as measured by the number of households who attain housing and do not return to homelessness subsequent to a successful housing outcome. A lower rate is considered positive.
- b) **Systems and Projects:** All except Permanent Supportive Housing
- c) **Definition:** The total number of distinct households that were exited two years prior to the reporting period with a successful housing outcome or successful outcome (as defined for that system) and return to shelter or street outreach within two years after exiting the system. This measure is expressed as a percentage of total distinct households with an exit to permanent housing (as defined for that system) two years prior to the reporting period.
- d) **Goal-setting methodology:** Meet or below prior performance. Monitored but not evaluated.
- e) **Reporting methodology:** A percentage rate reflecting the number of recidivist households in a system relative to the number of households that exited the system with a successful housing outcome or successful outcome (specific to that system). Calculated only for annual reporting periods.
 - i) Rate = (numerator/denominator) x 100
 - ii) Denominator: Cohort of households which attained a successful housing outcome or successful outcome.
 - (1) Calculate the number of distinct households with a successful housing outcome or successful outcome 730 to 1095 (731 to 1096 for a leap year) days prior to the end of the current report period.
 - iii) Numerator: Number of recidivists from the above cohort
 - (1) A recidivist household is defined as a distinct household that exits a system with a successful housing outcome or successful outcome (specific to that system) and enters the emergency shelter or street outreach systems within 730 (731 for a leap year) days after exit from the system.

21) **Movement (%)**:

- a) **Purpose:** Indicates the extent to which emergency shelter clients are migrating from one shelter to another. A lower rate is considered positive.
- b) **Systems:** Family and Single Adult Emergency Shelter Systems
- c) **Definition:** All distinct households that exit a single adult or family emergency shelter during the report period and then have contact with another shelter within seven days of exit. The movement rate is measured by dividing the total distinct households that experience movement by the total distinct household exits during the evaluation period (relative to the system that served them). Monitored but not evaluated.
- d) **Goal-setting methodology:** At or below CSB Board Ends Policy.
- e) **Reporting methodology:** The number of total distinct households that experience movement within 7 days / the number of total distinct household exits during the

report period. *Note: Measure excludes exits from Maryhaven-SafetyOverflow, and Overnight shelters and exits to Maryhaven-Safety from Single Adult shelters).*

22) **Negative Reason for Leaving (%):**

- a) **Purpose:** A low rate of negative reasons indicates the system's or program's success in stabilizing a household in housing.
- b) **System and Projects:** Permanent Supportive Housing and Transitional Housing
- c) **Definition:** The percentage of households that leave housing due to non-compliance or disagreement with the housing rules.
- d) **Goal-setting methodology:** Meet or below local CoC standards.
- e) **Reporting methodology:** The number of exited households during the report period who have "non-compliance with project" or "disagreement with rules/person" as their Reason for Leaving the system divided by the total number of households that exited during the report period. *Note: Deceased households are not included in the count of households exited.*

23) **New Households Served (#):**

- a) **Purpose:** Indicates the volume of new households served by the system or program, which is considered to measure system efficiency.
- b) **System and Projects:** Rapid Re-housing
- c) **Definition:** Number of distinct households that entered the system or program during the report period that were not receiving services on the last day of the prior report period.
- d) **Goal-setting methodology:** Meet or exceed prior performance.
- e) **Reporting methodology:** The number of distinct households with an entry date that occurs between the start and end dates of the report period and that were not also in the program as of the start date of the reporting period.

24) **Newly Homeless (# and %):**

- a) **Purpose:** Indicates the volume of newly homeless households served by the system.
- b) **Systems:** All
- c) **Definition:** The number of distinct households that entered emergency shelter or transitional housing, or were identified unsheltered, during the report period and were not previously served in emergency shelters, transitional housing, or the outreach program during the previous two years, and the percentage of total distinct households that entered the system this number represents.
- d) **Goal-setting methodology:** N/A
- e) **Reporting methodology:**
 - i) *Number:* The number of distinct households that entered emergency shelter, transitional housing, or had an outreach record opened during the report period

that did not access emergency shelter, transitional housing, or an outreach program during the previous 730 days. For this calculation, the first Columbus ServicePoint entry record entered during the report period by an emergency shelter, transitional housing, or outreach program is used.

- ii) **Rate:** The number of newly homeless households from (i) divided by the number of distinct households that entered a shelter, transitional housing, or outreach program during the reporting period.

25) **Occupancy Rate (%):**

- a) **Purpose:** Indicates efficient use of community resources. A high occupancy rate indicates program's or system's efficiency at turning over units and providing a program or system that is in demand.
- b) **Systems and Projects:** Emergency Shelter, Transitional Housing, and Permanent Supportive Housing
- c) **Definition:**
 - i) **Emergency Shelter:** A percentage that reflects the average number of households that stayed in each emergency shelter or the system per night during the report period relative to the program or system capacity. *Note: cumulative total is used for households with multiple instances of service during the report period.*
 - ii) **Transitional Housing or Permanent Supportive Housing:** A percentage that reflects the average number of households residing in a program or system per night relative to the program or system capacity.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy, local CoC standards, or prior performance. If new program, the program must provide the rationale for planned goal, including start-up.
- e) **Reporting methodology:** Total household units of service provided during the report period divided by the total days within the report period divided by the total program or system capacity. Measure is monitored, but not evaluated, for new programs during start-up.
 - i) **Emergency Shelter:**
 - (1) **Program/System Occupancy Number:** Total bedlist shelter units from the Bedlist Report or Outcomes Report for the report period / total days during the report period.
 - (2) **Rate:** Program/system occupancy number divided by the program/system capacity.
 - ii) **Transitional Housing and Permanent Supportive Housing:**
 - (1) **Program/System Occupancy Number:** $\sum((\text{exit date or end of report period} - \text{entry date or beginning of report period}) + 1) / \text{days in report period}$.
 - (2) **Rate:** Program/system occupancy number (rounded to nearest whole number) divided by the program/system capacity.

26) **Recidivism (%)**:

- a) **Purpose:** Indicates the system's or program success in ending homelessness as measured by number of households who attain housing and do not return to homelessness subsequent to successful housing outcome or successful outcome. A lower rate is considered positive.
- b) **System and Projects:** All except Permanent Supportive Housing
- c) **Definition:** The total number of distinct households that were exited during the relevant report period with a successful housing outcome or successful outcome (as defined for that system) and had any shelter or street outreach contact within 180 days of the successful housing outcome or successful outcome. This measure is expressed as a percentage of total distinct households with an exit to housing (as defined for that system).
- d) **Goal-setting methodology:** Meet or below CSB Board Ends Policy or prior performance.
- e) **Reporting methodology:** A percentage rate reflecting the number of recidivist households in a system or program relative to the number of households that exited the system or program with a successful housing outcome or successful outcome (specific to that system).
 - i) Rate = (numerator/denominator) x 100
 - ii) Denominator: Cohort of households which attained a successful housing outcome or successful outcome prior to the end of the report period.
 - (1) Semi-annual cohort: Calculate the number of distinct households with a successful housing outcome or successful outcome within the previous semi-annual report period.
 - (2) Annual cohort: Calculate the number of distinct households with a successful housing outcome or successful outcome within the first 180 days of the annual report period.
 - iii) Numerator: Number of recidivists from the above cohort
 - (1) A recidivist household is defined as a distinct household from the cohort defined in (ii) that enters the emergency shelter or street outreach systems within 180 days after a successful housing exit.

27) **Successful Housing Exit (%)**: Refer to Table 1 for a complete list of housing outcomes.

- a) **Purpose:** Indicates the system's or program's success in ending homelessness as measured by those who attain permanent, independent housing. A higher number and rate are considered positive.
- b) **System and Projects:** Permanent Supportive Housing
- c) **Definition:** Among distinct household exits, the percentage that exit the system or program during the report period for other permanent housing (as defined in Table 1).
- d) **Goal-setting methodology:** Meet or exceed prior performance.

- e) **Reporting methodology:** The total number of distinct household exits during the report period with destinations that are considered successful housing outcomes divided by the total number of distinct households exited during the report period.
Note: Deceased households are not included in the count of households exited.

28) **Successful Housing Outcome/Successful Outcome (# and %):** Refer to Table 1 for a complete list of housing outcomes.

- a) **Purpose:** Indicates the system's or program's success in ending homelessness. A higher number and rate are considered positive.
- i) **Permanent Supportive Housing:** Indicates the system's or program's success in ending homelessness as measured by those who retain permanent housing or attain other permanent housing.
 - ii) **CARR Team:** Indicates the project's success in linking households to appropriate next step housing which includes emergency shelter, transitional housing, and permanent housing.
 - iii) **All other:** Indicates the system's or program's success in ending homelessness as measured by those who attain other transitional or permanent housing.
- b) **Systems and Projects:** All
- c) **Definition:**
- i) **For all systems except CARR and Permanent Supportive Housing:** the number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) to successful housing, as defined in Table 1, and the percentage of total distinct households exited this number represents.
 - ii) **Successful Outcomes for CARR:** The number of distinct households that exit during the report period (i.e., latest exit for households with multiple stays during report period) successfully to emergency shelter, transitional housing, and permanent housing, as defined in Table 1 and Table 2 and the percentage of total distinct households exited this number represents.
 - iii) **For Permanent Supportive Housing:** the number of distinct households that remain in the Permanent Supportive Housing system or that exit the system or program for other permanent housing (as defined in Table 1) and the percentage of total distinct households served this number represents.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- i) **For all systems except Permanent Supportive Housing:** Multiply the percentage goal (set by Ends Policy) by the projected number of exited households.
 - ii) **Permanent Supportive Housing:** Multiply the percentage goal by the projected number of households served.
- e) **Reporting methodology:**
- i) **For all systems except Permanent Supportive Housing:** Calculate the total number of distinct household exits during the report period and the total number of destinations that are considered successful (housing) outcomes for that system.

For the rate, divide this number of Successful Housing Outcomes/Successful Outcomes by the number of total exits during the report period.

- ii) For Permanent Supportive Housing: Sum the total number of distinct household exits during the report period with destinations that are considered successful housing outcomes and the number residing in Permanent Supportive Housing at the end of the report period. For the rate, divide this number of Successful Housing Outcomes by the total number of distinct households served during the report period. *Note: Deceased households are not included in the count of households served.*

29) Successful Referral to Resources:

- a) **Purpose:** Indicates the program's success in referring households to emergency shelter, transitional housing, or other appropriate resources. A higher rate is considered positive.
- b) **Projects:** Coordinated Point of Access (phone and face-to-face)/CARR Team
- c) **Definition:** The percentage of households that were referred to community resources or for intake into emergency shelter that enter the emergency shelter or transitional housing.
- d) **Goal-setting methodology:** Meet or exceed prior performance.
- e) **Reporting methodology:** Calculate the total number of households that received a referral to community resources if emergency shelter or transitional housing entry was avoided, or for intake into emergency shelter or transitional housing. Calculate the total number of households that received a referral to community resources, emergency shelter, or transitional housing. Divide this number by the number of households who contacted the coordinated point of access.

30) Turnover Rate (%):

- a) **Purpose:** Indicates the system's or program's effectiveness in providing stable housing. Rate is monitored, but not evaluated.
- b) **System and Projects:** Permanent Supportive Housing
- c) **Definition:** The rate at which units become vacant relative to the system or program capacity.
- d) **Goal-setting methodology:** Set based on prior performance. Monitored, but not evaluated.
- e) **Reporting methodology:** The total number of distinct household exited during a report period divided by the system or program capacity during the same report period.

31) Usage of CSB Direct Client Assistance (DCA) (# and %):

- a) **Purpose:** Indicates that the system or program is assisting households to access DCA and obtain housing. A higher number/rate of access is considered positive.
- b) **System and Projects:** Rapid Re-housing and Transitional Housing

- c) **Definition:** The number of exited distinct households receiving rapid re-housing or transitional housing DCA during the report period and/or for up to 90 days prior to or after the report period, and the percentage of total distinct household exits this number represents.
- d) **Goal-setting methodology:** Meet or exceed CSB Board Ends Policy.
- e) **Reporting methodology:**
 - i) The total number of exited distinct households that received CSB DCA during the report period. For rapid re-housing or transitional housing DCA received up to 90 days prior to or after the report period is also included.
 - ii) To obtain usage rate, divide the number obtained in (i) by the total number of distinct households that exited the system or program during the report period. Households that exited successfully without accessing CSB DCA are excluded from the denominator.

32) **Usage of CSB Direct Client Assistance (DCA) (Average \$ Amount per Household):**

- a) **Purpose:** Indicates that the system or program is cost-efficient in accessing DCA. A lower average amount per household indicates that the system or program has leveraged other community resources.
- b) **Systems and Projects:** Rapid Re-housing and Transitional Housing
- c) **Definition:** The average dollar amount of total CSB direct client assistance received per distinct household exited during the report period.
- d) **Goal-setting methodology:** Based on historical trends, anticipated performance, available resources, and system design.
- e) **Reporting methodology:** Total monetary assistance awarded to households that exited during report period / total number of distinct households exited that received assistance.

33) **Youth on Active List:**

- a) **Purpose:** Indicates the volume of households being served by the crisis response system at the end of the reporting period.
- b) **System and Projects:** Emergency Shelter, Transitional Housing, and Outreach (combined)
- c) **Definition:** The number of clients being served by any homeless program at the end of the reporting period.
- d) **Goal-setting methodology:** N/A.
- e) **Reporting methodology:** Total de-duplicated number of distinct clients active in an emergency shelter, transitional housing, or outreach program on the last date of the reporting period.

Table 1: Successful Housing Outcomes (see above items 27 and 28)

HUD Destination	Does Head of household Control Housing? ¹	Successful Housing Outcome?
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	No	No
2 = Transitional housing for homeless persons (including homeless youth) - Huckleberry House – Transitional Living Program, VOAGO Veterans Program ²	Varies	No (Except for Emergency Shelters and Outreach)
3 = Permanent housing (other than RRH) for formerly homeless persons - all PSH and CoC projects, HOME, HUD, CSB subsidized that DO NOT have a CMHA voucher, includes Rental Assistance projects (former SPC) – TRA or SRA	Yes	Yes
4 = Psychiatric hospital or other psychiatric facility ²	No	No
5 = Substance abuse treatment facility or detox center ²	No	No
6 = Hospital or other residential non-psychiatric medical facility ²	No	No
7 = Jail, prison or juvenile detention facility	No	No
8 = Client Doesn't Know	No	No
9 = Client Refused	No	No
10 = Rental by client, no ongoing housing subsidy - privately owned, market rent housing	Yes	Yes
11 = Owned by client, no ongoing housing subsidy	Yes	Yes
12 = Staying or living with family, temporary tenure (e.g., room, apartment or house) ²	No	No
13 = Staying or living with friends, temporary tenure (e.g., room, apartment or house) ²	No	No
14 = Hotel or motel paid for without emergency shelter voucher	No	No
15 = Foster care home or foster care group home ²	No	No
16 = Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	No	No
17 = Other	No	No
18 = Safe Haven	No	No
19 = Rental by client, with VASH subsidy - Veterans Affairs Supportive Housing (VASH)	Yes	Yes
20 = Rental by client, with other ongoing housing subsidy	Yes	Yes
21 = Owned by client, with ongoing housing subsidy	Yes	Yes
22 = Staying or living with family, permanent tenure	Yes ¹	Yes
23 = Staying or living with friends, permanent tenure	Yes ¹	Yes
24 = Deceased	No	No
25 = Long-term care facility or nursing home	No	No
26 = Moved from one HOPWA funded project to HOPWA PH	Yes	Yes
27 = Moved from one HOPWA funded project to HOPWA TH	No	No

¹ Heads of household are determined to be in control of their housing if the lease/mortgage is in their name or if they otherwise have a written agreement that gives them a right to reside in their housing, such as a roommate agreement.

² A successful housing outcome for Huckleberry House Emergency Shelter.

HUD Destination	Does Head of household Control Housing? ¹	Successful Housing Outcome?
28 = Rental by client, with GPD TIP housing subsidy	Yes	Yes
29 = Residential project or halfway house with no homeless criteria	No	No
30 = No Exit Interview Completed	No	No
31 = Rental by client, with RRH or equivalent subsidy	Yes	Yes
32 = Host home (non-crisis)	Yes	Yes
33 = Rental by client, with HCV voucher (tenant or project based) - all PSH and CoC projects that have CMHA vouchers, except Rental Assistance projects (former SPC) - TRA or SRA	Yes	Yes
34 = Rental by client in a public housing unit	Yes	Yes
99 = Data Not Collected	No	No

In addition to the outcomes specified in Table 1 for successful housing outcomes, the outcome listed in Table 2 is considered successful for the Successful Outcome indicator.

Table 2: Successful Outcomes (applies only to Safety Shelter, CARR and Outreach Programs)

HUD Destination	Successful Outcome? (Safety Shelter)
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	Yes

HUD Destination	Successful Outcome? (CARR and Outreach programs)
1 = Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter	Yes
2 = Transitional housing for homeless persons (including homeless youth) - Huckleberry House - Transitional Living Program, VOAGO Veterans Program ²	Yes
4 = Psychiatric hospital or other psychiatric facility	Yes
5 = Substance abuse treatment facility or detox center	Yes
12 = Staying or living with family, temporary tenure (e.g., room, apartment or house)	Yes
13 = Staying or living with friends, temporary tenure (e.g., room, apartment or house)	Yes
15 = Foster care home or foster care group home	Yes
25 = Long-term care facility or nursing home	Yes
27 = Moved from one HOPWA funded project to HOPWA TH	Yes
29 = Residential project or halfway house with no homeless criteria	Yes